

*“No carelessness until there is a cure. Wear Mask, follow physical distancing & maintain hand hygiene.”*

**PUBLIC GRIEVANCES COMMISSION  
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI  
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110  
Tel Nos. 011-23379900-01 Fax No.011-23370903**

**Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR  
dated 25.9.97**

Date of hearing: 03.03.2021

Complainant : Ms. Nirupam Adlakha.  
Shri Anupam Adlakha, on behalf  
of complainant – Present.

Respondent : Principal Secretary (Power),  
Govt. of NCT of Delhi.  
Through Sudharshan Bhattacharya,  
Manager, BSES RPL - Present.

Grievance No. : PGC/2019/A.II/Power/09 (re-opened)

**1. Brief facts of the case.**

1.1 Ms.Nirupam Adlakha filed a grievance petition before Public Grievances Commission, aggrieved by disconnection of electricity (CA No.101735675 - Ms.Neelam Adlakha) without any prior notice by BSES RPL and is not being restored. She requested the Commission to intervene in the matter for taking needful action promptly by the respondent department.

**2. Facts emerged during the proceedings**

2.1 As directed by the Commission, an action taken report has been received through e mail dated March, 08, 2021 from Shri Sudarshan Bhattacharya, Manager on behalf of General Manager, Division Alaknanda of the respondent department. It is stated in the report that *“In compliance of PGC’s order dated 18.12.2019 Complainant’s supply was reconnected on 27.12.2019 after the final bill payment dated 26.12.2019 with new meter No.26786029 at initial reading “0”. The final bill for Rs.5570/- raised in the month of Feb.2019 after adjusting the previous security deposit. As per DERC guidelines Security Deposit is mandatory for each connection. But the same was not posted immediately after reconnection due to*

*system error. All process were struck down due to lock down and in December, 2020, internal audit team pointed out the error and provide the entire list of such consumers and BRPL posted (SD) security deposit (as per section 20 of DERC guidelines) and (SLD) service line cum development charges (Sec.54(2) DERC Guidelines) on 17.12.2020. The security deposit of Rs.7,200/- (1200 x 6) and SLD charges of Rs.4130/- (3500 + 18% GST) i.e. Rs.11,330/- reflected in the bill of December, 2020.*

*Energy consumption of complainant is less than 200 units/month, as such, energy consumption bill of consumer is not payable. Security deposit is a refundable amount and BSES paying interest to the consumer on the security deposit at the rate and as per the procedure notified in the DERC's orders.*

*Non-payment of Dec.2020 bill with due date of 04.01.2021 and Jan.21 bill with due date 03.02.2021, supply was disconnected as per Section 56(1) of the Electricity Act, 2003, on 19.02.2021 with final reading R-54. Disconnection notice dated 07.01.2021 served with the bill for the month of Jan.2021 sent via e-mail.*

*Copy of notice and delivery report of all bills since Jan.2020 provided by the vendor has been enclosed. These bills included for SD & SLD charges only, energy consumption is not charged as per Govt. subsidy.*

*For load reduction, consumer is required to submit online application for load reduction at [www.bsesdelhi.com](http://www.bsesdelhi.com).”*

### **3. Directions of the PGC:**

3.1 In view of the submissions made in the action taken report of General Manager – Alaknanda of BSES Rajdhani Power Limited, the complainant is advised to initiate action for deposit of the outstanding dues. Thereafter, the respondent department shall take immediate action for re-connection of supply.

3.2 In view of the above observations, the case of the complainant is disposed of.

( MRS. MADHU SHARAN )  
MEMBER(PGC)

PGC/2019/A.II/Power/09 (re-opened)

Dated:

1. The Principal Secretary (Power), Deptt.of Power, GNCT of Delhi, 8<sup>th</sup> Floor, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002.
2. Head, Customer Care, BSES Rajdhani Power Ltd. BSES Bhawan, C-Block, 1<sup>st</sup> Floor, Nehru Place, New Delhi-110019.
3. Ms.Nirupam Adlakha.